



Position Description	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Position Summary

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Key Deliverables

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.



- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



Part 2 - Addendum Youth and Family Worker – Integrated Therapeutic Community (ITC)

This document explains the work of the Support Worker, NDIS Direct Support and the outputs they will need to deliver

Position:	Youth and Family Worker – Integrated Therapeutic Community (ITC)
Directorate / Service / Program:	Mental Health and AOD
Industrial Instrument Name:	EACH Social and Community Services Agreement 2017
Instrument Classification:	Social and Community Services Employee Level 4
Reports to:	Team Leader - Integrated Therapeutic Community (ITC)
Effective Date:	January 2024

About the Integrated Therapeutic Community (ITC) team

The Integrated Therapeutic Community (ITC) is a model of Youth Residential Recovery (YRR), supporting young people 16-25years with significant mental health and complex support needs. Combining Box Hill South and Wantirna South services into an integrated therapeutic community, the service offers a therapeutic community model, and delivers individual recovery counselling and evidence informed group supports. The service acts as a 12 month stepping stone for young people aiming to support mental health recovery, build practical life skills and confidence for independent living. Participants engage within the service whilst continuing to participate and find a sense of place and belonging to their communities. Service plans are flexibly negotiated to enable participants to maintain or pursue further education, training and employment during their time at the ITC.

Position summary

Reporting to the Team Leader, with support from the Senior Worker, the Youth and Family Worker – Integrated Therapeutic Community (ITC) provides support to young people ranging from 12-25years who are experiencing significant mental health and complex support needs, and/or who are at risk of homelessness and experiencing deteriorating family and social connections. The Youth and Family Worker – ITC will bring a strength-based approach to the role, looking for opportunities to complement and support existing client strengths and capacities.



The successful applicant will work as part of a team supporting young people achieve their individual goals for recovery by providing support that is youth orientated, developmentally appropriate, trauma informed, stimulating and diverse in nature.

The role involves provision of support to young people within the therapeutic community environment including support through the implementation of social and/or psychological strategies, case management skills, therapeutic group work, individual 1:1 support sessions, and family support. The position will work in collaboration with other service providers in the region. In addition to working in a therapeutic community youth residential setting, the role will connect and be responsible for delivering integrated services across key youth and family services at EACH including EACH's Youth Outreach Recovery Support (YORS) program.

Key Deliverables

- Direct support to clients with complex mental health needs via individual support and recovery coordination.
- Work collaboratively with participants to support their individualised recovery goals and liaise with family, carers and involved professionals to support this process.
- Support implementation of a diverse range of evidence informed psycho-social group supports.
- Support clients to develop activities of daily living (ADLs) and self-management skills for independent living.
- Support the service to establish and maintain connections with relevant stakeholders (including young people) and networks - at an individual and organisational level.
- Maintain a Portfolio area of expertise across a key co-morbid social determinant of health.
- Support running of the program by actively responding to operational & program needs.
- All administration requirements met to a high standard including data entry and completion of all required service delivery procedures and documents using established templates.
- Work within and support the development of all established service procedures and guidelines.
- Opportunity to support of the provision of after-hours on-call services across EACH's two Youth Residential Recovery programs.

Qualifications and skills

- A tertiary qualification in social work or other relevant discipline/profession
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds, cultures and abilities.
- Well-developed case management, organisational and time management skills.
- Demonstrated understanding of the context and systems associated with mental health and youth development.
- Demonstrated ability to work collaboratively with others towards effective client solutions, including being part of an effective care team approach.
- Ability to remain calm, composed and clear in crisis and stressful situations.
- Good interpersonal and communication skills, both verbal and written.



- Completion of a Criminal History Check and Employee Working With Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Valid First Aid and CPR.
- Current Drivers License with legal authority to drive in Victoria using own roadworthy vehicle. Employees are required to use their own vehicle during work hours.
- Comprehensive insurance is required if staff are transporting clients and/or staff in their own vehicle.

Experience and Knowledge

- Experience working therapeutically with young people and families.
- Understanding of youth mental health, the impacts of trauma, homelessness, early school departure and family conflict.
- Understanding of the principals of youth development and recovery.
- Understanding and sensitivity to the needs of LGBTQI and Aboriginal communities.
- An understanding of the issues and context associated with family violence.
- A working knowledge of community-based and government organisations.

Physical Requirements:

- Able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Ability to travel between EACH locations
- Lift 3 kgs etc.